



Van Statistics 2019-2020: Technical Report

In this publication

1. Sample	p2
2. Questionnaire	p5
3. Fieldwork and response rates	p6
4. Data processing and weights	p9
Appendices	p12

Definition

Van

(Light commercial vehicles / light vans)
4-wheel vehicles constructed for transporting goods. Must have a gross weight of 3.5 tonnes or less.

The definition of a van used in this research means that the population covered by this study is smaller than number of licensed vans in Great Britain.

Introduction

The Department for Transport published final statistics on van activity in Great Britain in April 2021. Provisional statistics were published in September 2020, which were based on the smaller sample of initial returns. This has been the first DfT statistical research into this sector since surveys in 2008 and 2009.

The research purpose was to understand the composition of the national van fleet, and the factors affecting the growth in this sector. It looked at van ownership, the primary uses of vans, van mileage, where and when vans are traveling, and environmental factors.

The statistics are compiled from responses to a detailed questionnaire, employing data on over 19,900 vans driven by private and business keepers. The vehicles covered by the survey are vehicles registered in Great Britain as privately or company owned, capable of carrying goods, not exceeding 3.5 tonnes gross vehicle weight in the light goods taxation class, and with van body types according to DVLA records.

This document sets out the methodological approach, including sample and questionnaire design, and the response rates at the time of publication of the final statistics.

Factors affecting fieldwork

All of the survey responses included in this report were collected before coronavirus (COVID-19) restrictions began in Great Britain. The COVID-19 pandemic caused some delays in data collection/validation, which delayed the publication of the final report to April 2021.

Further information

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1. Sample

The survey sample was designed to be large enough to secure a response rate that ensures that findings are representative and robust in answering the research questions. A stratified random sampling approach was applied, with a boost sample for low carbon emission vehicles.

1.1 Sample frame

The sample was drawn from a June 2019 extract of the Driver and Vehicle Licensing Agency (DVLA) vehicle database. The main purpose of the database is to administer vehicle registration and licensing records for the whole of the United Kingdom. The DVLA database contains a new record every time a new (or used) vehicle is first registered in the United Kingdom. A wide range of variables are captured, including the make, model, body type, colour and size of the vehicle, plus some basic information about the keeper of the vehicle, including the postcode of the keeper.

Definition

Vehicle Keeper

The keeper of the vehicle is responsible for registering and taxing the vehicle only. The keeper of the vehicle is not necessarily the owner or the driver.

A good example of the keeper not being the same as the owner would be for car leasing schemes, where an individual is responsible for taxing the vehicle, but it belongs to the leasing firm.

1.2 Sample design

The sample size was specified as 60,000 to ensure the findings of the survey were representative of van activity occurring across the road network in Great Britain.

The survey employed a Stratified Random Sample approach. The strata selected, to ensure a representative sample base, used variables held in the sampling frame:

- Region
- Private or company keeper
- Vehicle Age
- Fuel Type

Definition

Region

The region is based on the postcode of the keeper. The keeper's postcode does not have to be where the vehicle is physically kept, but the keeper must be contactable at that address. This is especially relevant for company vehicles, where a national fleet might be registered to a single administrative office.

Definition

Private / company keeper

A vehicle is either registered to an individual (private) to a or to a business (company). The data source for the sample frame does not have full details of the vehicle keepers, only the title of the keeper (Mr, Mrs, Company etc.).

Each stratum had an allocated number of units based on their proportional representation within the sample universe. Once separated into these strata, a random selection of records, totalling the allocated number of units, was chosen from the sample, and recombined to create the full base.

Additionally, in drawing the sample the survey excluded the following vans:

- Vehicles not licensed to use the road (i.e. SORN or scrapped)
- Vehicles between keepers
- Vehicles where the region cannot be determined
- Vehicles powered by obscure alternative technologies
- Vehicles that were imported from outside the EU
- Vehicles that were used before being first registered with the DVLA
- Vehicles labelled as possibly unavailable (stolen / damaged / disposed / exported)

A boost sample was taken of low carbon emission vehicles.

1.2.1 Low emission vehicle boost sample design

The entire population of electric and hybrid licensed vans were included as a boost sample. This covered vehicles with the fuel type:

- Plug-in hybrid petrol (including range-extended electric)
- Plug-in hybrid diesel
- Hybrid petrol
- Hybrid diesel
- Battery electric

1.3 Selected Sample

The sample selected contained 59,725 licensed vans.

Figure 1: Selected sample size by region

Region / Country	Number/Percentage of sample
North East	2,449 / 4.1 %
North West	5,312 / 8.9 %
Yorkshire and the Humber	4,423 / 7.4 %
East Midlands	5,210 / 8.7 %
West Midlands	6,818 / 11.4%
East of England	6,361 / 10.7%
London	3,206 / 5.4 %
South East	10,266 / 17.2%
South West	7,946 / 13.3%
England	51,911 / 87.1%
Scotland	4,526 / 7.6 %
Wales	3,208 / 5.4 %
Great Britain	59,725 / 100%

2. Questionnaire

The survey questionnaire was designed to meet the Research Question topics, whilst considering the burden on prospective respondents. The questionnaire was developed iteratively, and was cognitively tested and piloted. It differed in structure for private and company van keepers to aid completion. The final covering letters and questionnaires are in Appendix A and B, respectively.

2.1 Questionnaire development

The survey questionnaire was developed via a workshop and discussions with key stakeholder groups on the key research questions.

3.1.1 Research question topics

The key research questions were determined as:

- What are vans being used for across the private and commercial landscape?
- Where and when vans are being used?
- What are the purchasing considerations?
- What environmental factors influence usage or purchase behaviours?
- What modification are being made to vans and how are they being maintained?

2.2 Company questionnaire

As the questionnaire was being developed, the need for a different questionnaire structure was identified for companies with multiple vans appearing in the sample. Within this group, there were three types of van keepers:

- Homogenous – all of the vans owned by the company are used for the sample purpose
- Heterogenous – the vans owned by the company are used for different purposes
- Lease – the vans listed for that company are leased out on long term or short-term hire.

These factors were addressed in the questionnaire design to ensure it was suitable to collect information from the different company types. The questionnaire was split so that participants would receive one mailing, allowing them to provide details of their company at an overall level and then multiple responses for vans listed against their company in the sample.

2.3 Questionnaire pilots

Two pilots were conducted; one for private van keepers and one for company keepers:

- The private pilot went to 501 keepers and saw a 20% response rate (79 returns).
- The company pilot went to 427 keepers, with vehicle keepers with 2 or more vans over-represented in the pilot to attempt to guarantee representation of larger fleets. This pilot saw a 21% response rate (88 returns).

Feedback from the pilots showed that the questionnaires were generally understood, and led to some refinements of the questions and guidance. A key change was to amend the questionnaire to allow completion for a replacement vehicle.

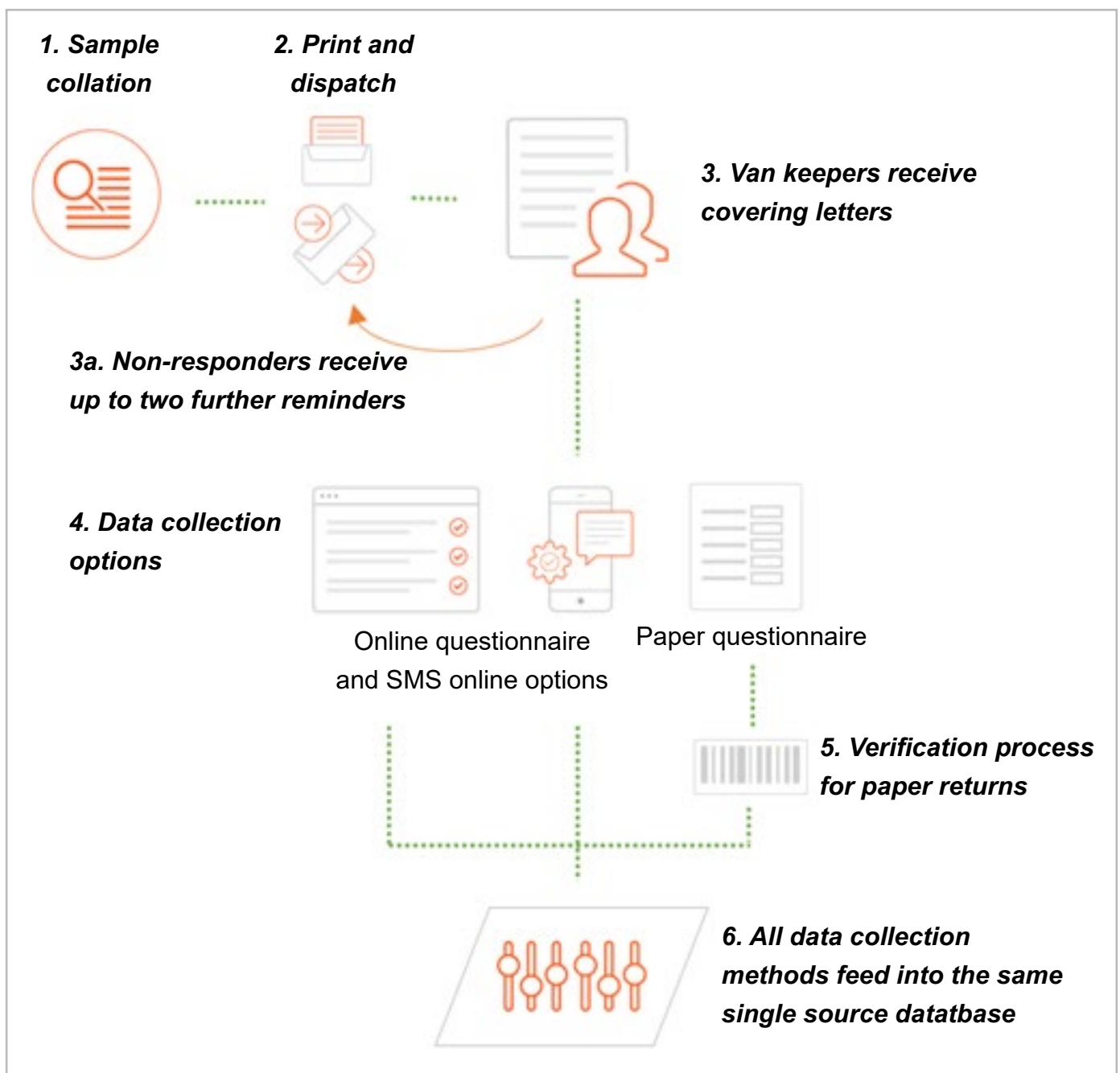
3. Fieldwork and response rates

Factors affecting fieldwork

All of the survey responses included in this report were collected before coronavirus (COVID-19) restrictions began in Great Britain. The COVID-19 pandemic caused some delays in data collection/validation, which delayed the publication of the final report to April 2021.

The van survey fieldwork for the statistics was conducted between January and March 2020. It involved contacting the sampled private and company keepers via letter, with a multi-mode approach to questionnaire completion.

3.1 Overview of the fieldwork process



3.2 Fieldwork stages

The survey consisted of three planned mailouts to van keepers:

- An initial contact with a covering letter explaining the purpose of the survey and an enclosed paper questionnaire. Van keepers were also given the opportunity to complete the survey online via a link contained within the letter. This online version of the questionnaire was a direct replication of the data captured within the postal method.
- A second iteration/reminder letter and questionnaire issued approximately 2-3 weeks after the initial mailing to those van keepers not responding in that time period.
- A further 3rd iteration/reminder letter sent approximately 2-3 weeks after the second mailing. At this stage a further three weeks were permitted for responses. After this stage the data was to be cut off and processed with final numbers.

In addition to the above fieldwork method, an alternate method was conducted for companies that had over 10 vans within the sample.

3.2.1 Company size impact on fieldwork

It was identified in the sample that there was a cohort of larger companies with multiple vans that equated to a significant proportion of the company sample overall with approximately 170 individual companies (all with 10 or more vans listed in the sample) accounting for 8,194 units.

The methodology was adapted for these companies, and telephone interviews were conducted with those featuring in the sample 10 or more times. A separate telephone script was set up with detailed looping enabling the participants to complete surveys for multiple individual vans.

3.2.2 Voluntary questionnaire response

The van industry expressed interest in the survey being made available to companies to respond for vans outside that those selected for the sample.

This was implemented by the provision of an open link on the DfT website where non-sample respondents would be able to complete the survey, which was advertised via industry bodies.

Voluntary questionnaire responses provided the stratification information on the region, fuel type and age of vehicles. Therefore, the responses could be used representatively.

3.3 Fieldwork timings

The timetable for each stage of the fieldwork is set out below.

Fieldwork stage	Timetable
Private keepers – 1st mailing	22nd January 2020
Private keepers – 2nd mailing	17th February 2020
Private keepers – 3rd mailing	9th March 2020
Private keepers' postal returns deadline ¹	31st March 2020
Company keepers – 1st mailing	24th February 2020
Company keepers – 2nd mailing	13th March 2020
Company keepers' postal returns deadline ²	1st March 2020
Provisional statistics ¹	10th September 2020
Final statistics	15th April 2021

1 Affected by the postponement of the final stages of fieldwork resulting in a smaller sample included in the provisional statistics

2 Due to the pandemic and the closure of offices in line with government guidance, the final reminder for company keepers was not sent. This shortened the fieldwork stage for the collection of data from company keepers.

3.4 Response rates

The overall response rate at the time of publication of the final results was 33%; 37% for private questionnaires and 41% for company questionnaires (Those responding to the company questionnaire tended to have smaller fleets).

Figure 2: Final sample size by region

Region / Country	Private keeper questionnaire	Company keeper questionnaire	All questionnaires
North East	331	327	658
North West	1,091	939	2,030
Yorkshire and the Humber	887	803	1,690
East Midlands	953	864	1,817
West Midlands	941	789	1,730
East of England	1,201	1,110	2,311
London	494	563	1,057
South East	1,700	1,368	3,068
South West	1,649	1,024	2,673
England	9,247	7,787	15,099
Scotland	853	804	1,657
Wales	783	402	1,185
Great Britain	10,883	8,993	19,876

4. Data processing and weighting

All returns were processed by the Contractor and the data was then cleaned and weighted.

4.1 Questionnaire processing

All postal surveys were returned to the contractor's data collection centre situated in Kent. Returned paper surveys were scanned and logged against the original sample file, with the pen marks on the questionnaires converted into meta-data through scanning software. Open text was reviewed and inputted manually. This data was then mapped against the online survey data to form two databases for analysis, one containing the data from the private keepers' survey, and a second containing data from the company keepers.

4.2 Data cleaning

Once the questionnaire returns were uploaded into the database, the data was cleaned. Two key issues emerged from the data cleaning around the questions on private/company keepership and van mileage.

4.2.1 Private / company keepership data

When completing a cross check of the questionnaire data, it was uncovered that there was a difference between the sample frame stated keepership and the ownership claimed in the questionnaire return. This mainly affected vehicles identified as private keepership in the sample frame, as set out in the table below.

		Questionnaire response ownership		
		Private	Business	Not Stated
Sample frame keepership	Private	74.8%	21.9%	3.3%
	Company	4.6%	91.1%	4.2%

As a result, the private and company keeper datasets were merged to create one overall database and the private and company keeper sample frame definitions were removed from the weighting and reporting. The questionnaire response on private and business ownership has been used in all published analyses.

4.2.2 Van mileage data

A review of the van mileage data was undertaken across the total sample.

Respondents were given the option to provide an estimate of their weekly or annual mileage. However, several respondents did not give weekly/annual mileage figures, and some gave erroneously high mileage figures. These figures were removed as part of the data cleaning. Some respondents gave both weekly and annual mileages that differed when comparing the annual figure with a derived figure from the given weekly mileage multiplied by a factor of 52.14. Where this was the case the figure closest to the median annual mileage was taken.

896 respondents did not provide a weekly or annual mileage. All blank responses were removed from the mileage analysis. As the weighting applied to the survey responses was dependant on the number of van registration, total van mileage will be underestimated.

4.2.3 Primary usage

The survey asked for all uses of the van, it also asked for a primary use; what the van is used for the majority of the time that it is in use. For a valid primary use, respondents needed to give a single answer, where more than one answer was given this was invalidated. Overall 69% (13,620) respondents gave a valid primary usage.

4.2.4 Number of stops

When assessing the responses for the number of stops in a 24 hour period, some gave erroneously high responses. To account for this the number of stops in a 24 hour period was limited to 288. This assumes that 1 stop every 5 minutes for 24 hours is the maximum number of stops. Overall this maximum was applied in a small number of cases (22).

4.2.5 Previous vehicle

The survey asked about the vehicle used prior to the van being surveyed. Where two answers were provided, if one of the answers was 'Other' the 'Other' answer was disregarded and second answer used as the previous vehicle. All other combinations of multiple answers were considered invalid. 92% of responses provided a valid answer to this question.

4.2.6 Perceived Barriers to Buying a ULEV

When asked about the barriers to purchasing a ULEV van, respondents are asked to state the most important reason. Where more than one reason was given as the most important, this responses was invalid. This has resulted in a response rate of valid responses from keepers of non-ULEV vans of 32%.

4.3 Weighting

The dataset was weighted to be representative of the sample population for all keepers. This involved three variables of weighting – to region (including Scotland and Wales), to fuel type (Diesel, Non-ICE or petrol) and vehicle age (up to 3 years old, 3-10 years old, over 10 years old).

Figure 3: Weighted responses

Region	Weights
North East	156,758
North West	339,993
Yorkshire and Humberside	283,072
East Midlands	333,446
West Midlands	436,371
East of England	407,075
London	205,207
South East	657,013
South West	508,535
Scotland	289,637
Wales	205,280

Fuel Type	Weights
Diesel	3,724,561
Petrol	91,199
Non-Internal Combustion Engine	6,627

Age of vehicle	Weights
Up to 3 years old	1,042,514
3 years up to 10 years old	1,534,559
More than 10 years old	1,245,314

The weights applied to the survey responses were calculated using Random Iterative Method (RIM) weighting.

This type of weighting applies simple weights by each of the 3 sampling variables. This is done repeatedly in an iterative process until the target figures (the actual figures in the population) are reached.

RIM weighting allows samples to be weighted by multiple factors and mitigates the error from small numbers if weighted by all 3 factors simultaneously.

It also gives the survey greater coverage of the van population, as there may otherwise be some groups that are missed. Although the sample is designed to be representative of the entire van population, the response rate can limit this. RIM weighting can then be used to mitigate potential undersampling within the stratified sample frame.

4.4 Reporting

The effect of the coronavirus (COVID-19) pandemic meant that the final stages of data collection and validation were postponed.

Provisional figures were published in September 2020 using the returns compiled by mid March 2020. All remaining returns were processed in Autumn/Winter 2020-21 to produce the final report published in April 2021.

Appendix A: Covering Letters

A.1 Private van owner letter



Department
for Transport

Department for Transport
Great Minster House
33 Horseferry Road
Westminster, London
SW1P 4DR

[Title/Name]
[Keeper Address Line 1]
[Keeper Address Line 2]
[Keeper Address Line 3]
[Keeper Address Line 4]
[Post Town]
[Postcode]

Car Reg: [RegMark]
Ref: [Reference]

Department for Transport Survey on Van Ownership and Usage

Dear Sir / Madam,

The Department for Transport is conducting a major piece of research with van owners and users across Great Britain. You [or your company] have been identified as the registered keeper of a van in the last year, and have been selected at random from the DVLA database to participate in the survey.

This important research will help the Department for Transport understand van ownership and usage, and will steer future transport and environmental policies for the benefit of van users across Great Britain. The last time such a major survey was completed was over a decade ago - this research is therefore critical to ensure that official statistics accurately reflect the current status of van usage across the GB road network.

The enclosed survey should take you no more than a few minutes to complete and we have supplied a postage-paid reply envelope for you to return the completed survey to us, so you won't incur any costs. There is also the option to complete the survey online, or by sending an SMS. If you choose the SMS option, we will reply with a link to enable you to do the survey directly through any smartphone. Your options are:

- 1. Paper questionnaire** Complete the enclosed survey by hand and return it in the pre-paid envelope provided
- 2. Online questionnaire** Please click on the following link to complete the survey online:
dftvansurvey.com
You will need your reference number (see Ref at the top right-side)
- 3. SMS online invitation** Text "Van" to us on +447488840040 and you will receive a link to click through and complete using your mobile device
- 4. Department for Transport Website** Further details of the survey can be found at <https://www.gov.uk/government/collections/van-statistics>

PLEASE COMPLETE AND RETURN THE SURVEY BY Friday 14th February 2020

Please be reassured that all information you supply to the Department for Transport will be treated in strict confidence. Your data will be stored securely and retained within the Department for Transport until it is no longer required for the production or quality assurance of the statistics that they were collected for. Your personal details will only be used to contact you regarding information entered onto the survey and will not be shared with any third parties or other government departments. Information on how to contact the Data Protection Officer, exercise your rights in relationship to your personal data, and on how to complain, can be found at www.gov.uk/government/organisations/department-for-transport/about/personal-information-charter

If you have any questions about this survey then please contact us either by email at info@dftvansurvey or call 08081962377. Please also contact us via this email address or telephone number if you prefer to complete the survey in Welsh.

Yours sincerely,

Gemma Brand
Head of Statistics Roads and Freight (SRF)

A.2 Business van owner letter



Department
for Transport

Department for Transport
Great Minster House
33 Horseferry Road
Westminster, London
SW1P 4DR

[Title/Name]
[Keeper Address Line 1]
[Keeper Address Line 2]
[Keeper Address Line 3]
[Keeper Address Line 4]
[Post Town]
[Postcode]

Ref: [Reference]

Department for Transport Survey on Van Ownership and Usage

Dear Sir / Madam,

The Department for Transport is conducting a major piece of research with van owners and users across Great Britain. You [or your company] have been identified as the registered keeper of a van in the last year, and have been selected at random from the DVLA database to participate in the survey.

This important research will help the Department for Transport understand van ownership and usage, and will steer future transport and environmental policies for the benefit of van users across Great Britain. The last time such a major survey was completed was over a decade ago - this research is therefore critical to ensure that official statistics accurately reflect the current status of van usage across the GB road network.

The enclosed questionnaires should take you no more than a few minutes to complete, with a section on your van usage at a company level and further sections for specific vans where you have been identified as the registered keeper. We have supplied a postage-paid reply envelope for you to return the completed survey to us, so you won't incur any costs. You may find it quicker and more convenient to complete the survey online following the link provided, or by sending an SMS. If you choose the SMS option, we will reply with a link to enable you to do the survey directly through any smartphone. Your options are:

- 1. Paper questionnaire** Complete the enclosed survey by hand and return it in the pre-paid envelope provided
- 2. Online questionnaire** Please enter this website into the address bar at the top of your browser to complete the survey online: dftvansurvey.com
You will need your reference number (see Ref at the top right-side)
- 3. SMS online invitation** Text "Van" to us on +447488840040 and you will receive a link to click through and complete using your mobile device.
- 4. Department for Transport Website** Further details of the survey can be found at: <https://www.gov.uk/government/collections/van-statistics>

PLEASE COMPLETE AND RETURN THE SURVEY BY WEDNESDAY 11th MARCH

Please be reassured that all information you supply to the Department for Transport will be treated in strict confidence. Your data will be stored securely and retained within the Department for Transport until it is no longer required for the production or quality assurance of the statistics that they were collected for. Your personal details will only be used to contact you regarding information entered onto the survey and will not be shared with any third parties or other government departments. Information on how to contact the Data Protection Officer, exercise your rights in relationship to your personal data, and on how to complain, can be found at www.gov.uk/government/organisations/department-for-transport/about/personal-information-charter

If you have any questions about this survey then please contact us either by email at info@dftvansurvey or call 08081962377. Please also contact us via this email address or telephone number if you prefer to complete the survey in Welsh.

Yours sincerely,

Gemma Brand
Head of Statistics Roads and Freight (SRF)

Appendix B: Questionnaires

B.1 Private van owner questionnaire

This survey relates to a van with registration number

You [or your company] have been identified as the registered keeper of this van in the last year, and have been selected at random from the DVLA database to participate in the survey.

Please answer the following questions for this vehicle, following the instructions given below.



Department
for Transport

This important research is entirely confidential, and will help shape future transport and environmental policies.

Completing it will ensure that any decisions take your experiences into account. Please tick one box only for these questions unless directed otherwise.

I am no longer the registered keeper of this vehicle and have not replaced it (please still return this form in the envelope provided)

Please confirm new registration for replacement vehicle here (please answer based on this vehicle)

1) Can you please confirm who owns the vehicle referenced above?

Myself, as a private individual

It is owned by a business (sole trader, partnership or Ltd Company)

2) Was the vehicle purchased as...

New owned outright Second-hand owned outright.....

New hire purchase agreement Second-hand hire purchase agreement.....

Don't know/I wasn't involved in the purchase

3) When did you purchase / lease the van?

Within the last 6 months 3-5 years ago

6-12 months ago More than 5 years ago

1-3 years ago Don't know/I wasn't involved in the purchase

4) Please confirm the fuel type of the van?

Diesel Plug-in hybrid diesel (Ultra low emissions)

Petrol Plug-in hybrid petrol (Ultra low emissions)

Hybrid diesel Battery electric (Ultra low emissions)

Hybrid petrol Hydrogen fuel cell (Ultra low emissions)

Gas (incl. gas, gas bi-fuel, petrol/gas and gas-diesel) ... Don't know

Something else (WRITE IN)

5) How important or unimportant were each of the following when you chose the particular model of van you now have?

	Very important	Quite important	Neither / nor	Not very important	Not at all important	Don't know
Purchase price/leasing cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Running/operating costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brand/model of van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver benefits/driving experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capacity of the van (seating/load)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance (practicality, reliability, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety considerations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxes/excises for the van type.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vehicle noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eligibility for grants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of low emissions/clean air zones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



IF DON'T OWN AN ULTRA LOW EMISSIONS VEHICLE (SEE Q4)

6) Which, if any, of the following were reasons for you not purchasing an ultra low emissions vehicle?

(PLEASE TICK ALL REASONS AND THEN THE MOST IMPORTANT REASON)

	All reasons	Most important
Purchase price	<input type="checkbox"/>	<input type="checkbox"/>
Running/operating costs	<input type="checkbox"/>	<input type="checkbox"/>
Delivery lead time	<input type="checkbox"/>	<input type="checkbox"/>
Suitability for your needs (size, range, capacity)	<input type="checkbox"/>	<input type="checkbox"/>
Cost/availability of buying such a vehicle second hand	<input type="checkbox"/>	<input type="checkbox"/>
Availability of charging points	<input type="checkbox"/>	<input type="checkbox"/>
Cost of installing a charging point	<input type="checkbox"/>	<input type="checkbox"/>
Any other reason (WRITE IN) 	<input type="checkbox"/>	<input type="checkbox"/>
Didn't consider an ultra low emissions vehicle	<input type="checkbox"/>	

7) Which of the following best describes how the van is used?

(PLEASE SELECT ALL ACTIVITIES IT IS EVER USED FOR, AND THEN ITS PRIMARY USE)

	Ever used	Primary activity
Delivery/collection of goods to other businesses/individuals	<input type="checkbox"/>	<input type="checkbox"/>
Carrying equipment, tools, materials to enable the provision of a service	<input type="checkbox"/>	<input type="checkbox"/>
Providing transport to others	<input type="checkbox"/>	<input type="checkbox"/>
Private/domestic non-business use, including travel to work	<input type="checkbox"/>	<input type="checkbox"/>
Recreational/leisure and holidays (e.g. motorhome, campervan, dormobile)	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

IF VAN IS EVER USED FOR MORE THAN ONE TYPE OF ACTIVITY AT Q7

8) What proportion of time on the road is the van being used for its primary activity?

Up to 25% 26 – 50% 51 – 75% 76 – 100% Don't know ...

IF VAN USED FOR DELIVERY/COLLECTION OF GOODS OR PROVIDING TRANSPORT AT Q7

9) In a typical day, what proportion of the van's time on the road does it run empty, i.e. without any passengers or goods for delivery/collection on board?

Never 1 – 25% ... 26 – 50% 51 – 75% 76 – 100% Don't know ...

10) Which of the following best describes how the van is used for business activities?

(PLEASE CHOOSE THE ONE RESPONSE THAT BEST FITS THE PURPOSE)

Van used for personal/domestic non-business use only	<input type="checkbox"/>
Construction, including electricity & plumbing installation, decorating, etc.	<input type="checkbox"/>
Postal/courier delivery activities	<input type="checkbox"/>
Delivery/transportation – specialised fresh/food/refrigerated items	<input type="checkbox"/>
All other transportation including warehousing & storage	<input type="checkbox"/>
Public sector including local/central government, councils, etc.	<input type="checkbox"/>
Hotels, holiday accommodation, restaurants, cafes and mobile food service	<input type="checkbox"/>
Agriculture, forestry & fishing	<input type="checkbox"/>
Manufacturing	<input type="checkbox"/>
Electricity, gas and air conditioning supply/networks	<input type="checkbox"/>
Water supply, sewerage & waste management	<input type="checkbox"/>
Wholesale or retail trade	<input type="checkbox"/>
Renting/leasing of vehicles, equipment or goods	<input type="checkbox"/>
Telecommunications, computer/IT services publishing, broadcasting, production	<input type="checkbox"/>
Professional services including financial, legal, accounting, real estate, advertising, and other administrative/support services	<input type="checkbox"/>
Other business activity (WRITE IN) 	

11) We would like to get a figure for the approximate mileage of the van. Could you please provide your best estimate of EITHER the annual or weekly mileage? (PLEASE ONLY ANSWER ONE)

ANNUAL MILEAGE LAST 12 MONTHS						
AVERAGE WEEKLY MILEAGE						

12) Over the next 12 months is the average mileage likely to...?

Increase Decrease Stay the same Don't know

13) What is the first part of the postcode where the van is based/starts from most days?

				PLEASE WRITE IN THE FIRST 2-4 DIGITS (e.g. DL4, M4, EC2V, SK10 <input type="text" value="D"/> <input type="text" value="L"/> <input type="text" value="4"/>)
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14) What is the typical range that the van travels each day from where it is based?

Local (within 15 miles of where the van is based)
 Regional (within 50 miles of where the van is based)
 National (more than 50 miles of where the van is based, but still within the UK)
 International (within and outside the UK)

15) How often does the van typically travel on each of the following types of road?

	6-7 days a week	4-5 days a week	1-3 days a week	1-3 times a month	Less often	Never	Don't know
Motorways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dual carriageways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other main/A roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local/rural roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16) During which of the following times of day is the van typically on the road?

(PLEASE CHOOSE THE MOST RELEVANT ANSWER FOR EACH TIME PERIOD)

	6-7 days a week	4-5 days a week	1-3 days a week	1-3 times a month	Less often	Never	Don't know
4am – 7am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7am – 10am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10am – 4pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4pm – 7pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7pm – 10pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10pm – 4am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17) Which of the following best describes the van's pattern of use in a typical day?

Base – destination – base GO TO Q19
 Base – stop – stop – stop – base GO TO Q18
 Base – destination – base – destination – base – destination -base GO TO Q18
 Base – stop – stop – stop – base – stop – stop – stop – base, etc. GO TO Q18

IF VAN MAKING MULTIPLE STOPS (SEE Q17)

18) How many stops/calling points does the van make in a typical day, not counting leaving/returning to base?

19) How much, if anything, would you say you know about government grants for electric /low emission vans?

Nothing Hardly anything, but I've heard of them A little A lot

20) Thinking about how the van is used, what type of vehicle, if any, did you use for this purpose prior to purchasing/leasing this specific van:

(PLEASE TICK ALL THAT APPLY)

Similar type of van	<input type="checkbox"/>	Didn't have a need before	<input type="checkbox"/>
Larger van	<input type="checkbox"/>	purchasing/leasing this van	<input type="checkbox"/>
Smaller van	<input type="checkbox"/>	Other (WRITE IN)	
Car	<input type="checkbox"/>		
HGV (Lorry)	<input type="checkbox"/>		

21) When do you think you're most likely to replace your existing van?

Within the next 6 months	<input type="checkbox"/>	Some time beyond the next year	<input type="checkbox"/>
Within the next year	<input type="checkbox"/>	Don't know	<input type="checkbox"/>

22) If you were buying a new van today to do the same job, how important or unimportant would each of these factors be when you were considering which van to choose?

	Very important	Quite important	Neither / nor	Not very important	Not at all important	Don't know
Purchase price/leasing cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Running/operating costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brand/model of van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver benefits/driving experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capacity of the van (seating/load)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance (practicality, reliability, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety considerations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxes/excises for the van type	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vehicle noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eligibility for grants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of low emissions/clean air zones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23) Have there been any of the following modifications made to the van since purchasing/leasing it?

(PLEASE TICK AS MANY BOXES AS APPLY)

No modifications	<input type="checkbox"/>	Adding or removing seats	<input type="checkbox"/>
Engine remapping	<input type="checkbox"/>	Adding or removing windows	<input type="checkbox"/>
Exhaust modifications	<input type="checkbox"/>	Adding refrigeration or catering equipment	<input type="checkbox"/>
Other engine modifications	<input type="checkbox"/>	Adding air conditioning	<input type="checkbox"/>
Adding telematics/tracking	<input type="checkbox"/>	Adding a tipper or lifting equipment	<input type="checkbox"/>
Cosmetic changes including spoilers and body kits	<input type="checkbox"/>	Other forms of modifications/fitted equipment/tools	<input type="checkbox"/>
Adding racking, shelving and/or storage	<input type="checkbox"/>	Don't know	<input type="checkbox"/>

24) How often do you take your van for maintenance and servicing?

At least once every couple of months	<input type="checkbox"/>	Around once a year	<input type="checkbox"/>
Around every six months	<input type="checkbox"/>	Less often	<input type="checkbox"/>

Please tick if you would be willing to participate in any follow-up studies conducted by the Department for Transport.....

THANK YOU FOR TAKING PART IN THIS IMPORTANT PIECE OF RESEARCH

PLEASE RETURN THIS QUESTIONNAIRE AS SOON AS POSSIBLE IN THE ENVELOPE PROVIDED

The information that you have provided on this questionnaire will be securely held and processed by Watermelon Research on behalf of the Department for Transport. Any personal data will be deleted from the secure systems at Watermelon Research after a 6 month period to allow the completion of any quality checks. The data collected will be passed back to the Department for Transport by secure file transfer protocol (SFTP). The findings from the survey will not identify you or your business and will be used to inform government policy and decision making. The data collected is also of use to public services and research more widely and anonymised extracts are, under strictly managed arrangements, provided to local and national government, consultants and academics for research purposes. The DfT will treat the information you provide in the strictest confidence and in line with the current data protection legislation.

Watermelon Research Privacy Notice: www.watermelonresearch.com/gdpr

Department for Transport Privacy Notice: www.gov.uk/government/organisations/department-for-transport/about/personal-information-charter

B.2a Business van owner: company-level questionnaire

COMPANY VAN USAGE QUESTIONNAIRE

You [or your company] have been identified as the registered keeper of one or multiple vans, and have been selected at random from the DVLA database to participate in the survey.

This important research is entirely confidential, and will help shape future transport and environmental policies. Completing it will ensure that any decisions take your experiences into account. Please tick one box only for these questions unless directed otherwise.



Department
for Transport

1) Please confirm the total number of vans registered to your organisation?

1 2-5 6-10 11-20 21-50 51-100 100+

2) Are the vans registered to your company used for your own company business or are they leased to other businesses or individuals? (PLEASE TICK ALL THAT APPLY)

Used for our own company business GO TO Q3
Leased to business customers GO TO Q6
Leased to individuals GO TO Q6

3) Are the vans all used for the same purpose or are there a range of uses across the company's vans?

All used for the same purpose
Different vans used for different purposes

4) Which of the following best describes how the vans are used?

(IF VANS USED FOR DIFFERENT PURPOSES PLEASE SELECT ALL ACTIVITIES THEY ARE EVER USED FOR, AND THEN THE PRIMARY USE)

	Ever used	Primary activity
Delivery/collection of goods to other businesses/individuals	<input type="checkbox"/>	<input type="checkbox"/>
Carrying equipment, tools, materials to enable the provision of a service	<input type="checkbox"/>	<input type="checkbox"/>
Providing transport to others	<input type="checkbox"/>	<input type="checkbox"/>
Private/domestic non-business use, including travel to work	<input type="checkbox"/>	<input type="checkbox"/>
Recreational/leisure and holidays (e.g. motorhome, campervan, dormobile)	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

5) Which of the following best describes the business activities your vans are used for?

(PLEASE TICK ALL THAT APPLY)

Van used for personal/domestic non-business use only
Construction, including electricity & plumbing installation, decorating, etc.
Postal/courier delivery activities
Delivery/transportation – specialised fresh/food/refrigerated items
All other transportation including warehousing & storage
Public sector including local/central government, councils, etc.
Hotels, holiday accommodation, restaurants, cafes and mobile food service
Agriculture, forestry & fishing
Manufacturing
Electricity, gas and air conditioning supply/networks
Water supply, sewerage & waste management
Wholesale or retail trade
Renting/leasing of vehicles, equipment or goods
Telecommunications, computer/IT services publishing, broadcasting, production
Professional services including financial, legal, accounting, real estate, advertising,
and other administrative/support services
Other business activity (WRITE IN)



6) If you were buying a new van for your company today, how important or unimportant would each of these factors be when you were considering which van to choose?

	Very important	Quite important	Neither / nor	Not very important	Not at all important	Don't know
Purchase price/leasing cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Running/operating costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brand/model of van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver benefits/driving experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capacity of the van (seating/load)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance (practicality, reliability, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety considerations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxes/excises for the van type.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vehicle noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eligibility for grants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of low emissions/clean air zones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7) How much, if anything, would you say you know about government grants for electric /low emission vans?

Nothing Hardly anything, but I've heard of them A little A lot

8) Are any of your organisation's vans ultra low emissions vehicles – by that we mean plug-in hybrid, battery electric or hydrogen fuel cell?

Yes GO TO Q9 No GO TO Q10 Don't know GO TO Q10

9) Please confirm the number of vans registered to your organisation that are ultra low emissions vehicles?

1 2-5 6-10 11-20 21-50 51-100 100+

IF DON'T OWN AN ULTRA LOW EMISSIONS VEHICLE AT Q8

10) Which, if any, of the following were reasons for your organisation not purchasing any ultra low emissions vehicles? (PLEASE TICK ALL REASONS AND THEN THE MOST IMPORTANT REASON)

	All reasons	Most important
Purchase price	<input type="checkbox"/>	<input type="checkbox"/>
Running/operating costs	<input type="checkbox"/>	<input type="checkbox"/>
Delivery lead time	<input type="checkbox"/>	<input type="checkbox"/>
Suitability for your needs (size, range, capacity)	<input type="checkbox"/>	<input type="checkbox"/>
Cost/availability of buying such a vehicle second hand	<input type="checkbox"/>	<input type="checkbox"/>
Availability of charging points	<input type="checkbox"/>	<input type="checkbox"/>
Cost of installing a charging point	<input type="checkbox"/>	<input type="checkbox"/>
Any other reason (WRITE IN) <input style="width: 300px; height: 20px;" type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Didn't consider an ultra low emissions vehicle	<input type="checkbox"/>	

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE REGARDING COMPANY USAGE OF VANS. PLEASE NOW COMPLETE THE INDIVIDUAL VAN QUESTIONNAIRE(S) PROVIDED

Please tick if you would be willing to participate in any follow-up studies conducted by the Department for Transport.....

**THANK YOU FOR TAKING PART IN THIS IMPORTANT PIECE OF RESEARCH
PLEASE RETURN THIS QUESTIONNAIRE AS SOON AS POSSIBLE IN THE ENVELOPE PROVIDED**

The information that you have provided on this questionnaire will be securely held and processed by Watermelon Research on behalf of the Department for Transport. Any personal data will be deleted from the secure systems at Watermelon Research after a 6 month period to allow the completion of any quality checks. The data collected will be passed back to the Department for Transport by secure file transfer protocol (SFTP). The findings from the survey will not identify you or your business and will be used to inform government policy and decision making. The data collected is also of use to public services and research more widely and anonymised extracts are, under strictly managed arrangements, provided to local and national government, consultants and academics for research purposes. The DfT will treat the information you provide in the strictest confidence and in line with the current data protection legislation.

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B.2b Business van owner: vehicle-level questionnaire

INDIVIDUAL VAN QUESTIONNAIRE

This section of the survey relates to the van with registration number

We are no longer the registered keepers of this vehicle and have not replaced it (please still return this form in the envelope provided)

Please confirm new registration for replacement vehicle here (please answer based on this vehicle)

1) Can you please confirm who owns the vehicle referenced above?

Owned by a private individual

Owned by a business (sole trader, partnership or ltd company)

2) Was the vehicle purchased as...?

New owned outright Second-hand owned outright.....

New hire purchase agreement Second-hand hire purchase agreement.....

Don't know/I wasn't involved in the purchase

3) When was the van purchased?

Within the last 6 months 3-5 years ago

6-12 months ago More than 5 years ago

1-3 years ago Don't know/I wasn't involved in the purchase

4) Please confirm the fuel type of the van?

Diesel Plug-in hybrid diesel (Ultra low emissions)

Petrol Plug-in hybrid petrol (Ultra low emissions)

Hybrid diesel Battery electric (Ultra low emissions)

Hybrid petrol Hydrogen fuel cell (Ultra low emissions)

Gas (incl. gas, gas bi-fuel, petrol/gas and gas-diesel) ... Don't know

5) We would like to get a figure for the approximate mileage of the van. Could you please provide your best estimate of weekly mileage?

AVERAGE WEEKLY MILEAGE

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6) Over the next 12 months is the average mileage of this van likely to...?

Increase Decrease Stay the same Don't know

7) How often is the van taken for maintenance and servicing?

At least once every couple of months Around once a year

Around every six months Less often

8) When do you think you're most likely to replace your existing van?

Within the next 6 months Some time beyond the next year

Within the next year Don't know

9) Have there been any modifications made to the van since purchasing/leasing it?

No modifications Yes (WRITE IN)

IF THE VAN IS LEASED TO BUSINESS CUSTOMERS OR INDIVIDUALS STOP HERE

PLEASE ONLY CONTINUE THE SURVEY IF THIS VAN IS USED FOR YOUR OWN COMPANY BUSINESS



10) In a typical day, what proportion of the van's time on the road does it run empty, i.e. without any passengers or goods for delivery/collection on board?

Never 1 – 25% 26 – 50% 51 – 75% 76 – 100% Don't know ...

11) What is the first part of the postcode where the van is based/starts from most days?

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PLEASE WRITE IN THE FIRST 2-4 DIGITS
(e.g. DL4, M4, EC2V, SK10)

12) What is the typical range that the van travels each day from where it is based?

Local (within 15 miles of where the van is based)
 Regional (within 50 miles of where the van is based)
 National (more than 50 miles of where the van is based, but still within the UK)
 International (within and outside the UK)
 Don't know

13) How often does the van typically travel on each of the following types of road?

	6-7 days a week	4-5 days a week	1-3 days a week	1-3 times a month	Less often	Never	Don't know
Motorways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dual carriageways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other main/A roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local/rural roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14) During which of the following times of day is the van typically on the road?

(PLEASE CHOOSE THE MOST RELEVANT ANSWER FOR EACH TIME PERIOD)

	6-7 days a week	4-5 days a week	1-3 days a week	1-3 times a month	Less often	Never	Don't know
4am – 7am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7am – 10am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10am – 4pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4pm – 7pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7pm – 10pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10pm – 4am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15) Which of the following best describes the van's pattern of use in a typical day?

Base – destination – base GO TO Q17
 Base – stop – stop – stop – base GO TO Q16
 Base – destination – base – destination – base – destination -base GO TO Q16
 Base – stop – stop – stop – base – stop – stop – stop – base, etc. GO TO Q16

IF VAN MAKING MULTIPLE STOPS (SEE Q15)

16) How many stops/calling points does the van make in a typical day, not counting leaving/returning to base?

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17) Thinking about how the van is used, what type of vehicle, if any, was used for the same purpose prior to purchasing/leasing this specific van:

(PLEASE TICK ALL THAT APPLY)

Similar type of van Didn't have a need before
 Larger van purchasing/leasing this van
 Smaller van Other (WRITE IN)
 Car
 HGV (Lorry)

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IF COMPLETED PLEASE RETURN IN THE ENVELOPE PROVIDED